

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
Insurance Benefits Billing Manager
Executive Service
Salary Range \$42,396-\$67,860
Send resume by 4:30 p.m., Friday, July 20th to: renee.boles@tn.gov

Position Summary

The Division of Benefits Administration within the Department of Finance and Administration is responsible for the day-to-day management of the \$1.5B self-funded State Group Insurance Program. The Insurance Benefits Billing Manager will report directly to the Customer Service Administrator. This position performs professional insurance benefits administrative and supervisory work. This position will supervise one team with up to 6 Insurance Benefits staff. The Insurance Benefits Billing Manager is responsible for leading a team of billing specialists in a service center environment. The billing specialists are responsible for researching billing issues (e.g. retroactive transactions, individual billing, agency billing, flexible benefits) to determine whether adjustments, refunds or additional collections are needed; analyzing reports and queries to determine noncompliance, keying and payroll errors; and communicating with members, agency benefits coordinators, other agencies and vendors, in person, by phone, email or written correspondence regarding eligibility, enrollment, billing and other insurance options (e.g. FMLA, workers compensation, COBRA, leave of absence).

Minimum Qualifications

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to four years of full time professional health insurance work, personnel work that includes the explanation of health insurance benefits or management of staff and processes.

Substitution of Experience for Education: Qualifying full time increasingly responsible professional health insurance work, personnel work that includes the explanation of health insurance benefits or management of staff and processes may be substituted for the required education on a year for year basis, to a maximum of four years **OR** four years as an Insurance Benefits Analyst with the Tennessee Department of Finance and Administration.

Typical Duties

1. Plans, organizes, supervises, and directs work activities for assigned subordinates to meet the goals of the department and division.
2. Assures that Benefits Administration operations, projects, procedures, and protocols are adhered to.
3. Directs implementation of new procedures, policies, or programs.
4. Assures assigned subordinates are completing tasks on time and within assigned performance standards.
5. Interprets and communicates state and federal laws and regulations and the plan document affecting the administration of benefits to members and agency benefit coordinators.
6. Interprets and explains information/data to team regarding performance metrics or reviews.
7. Resolves conflicts with members, agency benefits coordinators, other state agencies and vendors by providing timely and accurate response to escalated inquiries and concerns.
8. Resolves conflicts between subordinates.

9. Analyzes data gathered from performance metrics to assess operational and strategic decision making.
10. Analyzes data to identify staff performance issues as well as possible operational and strategic problems.
11. Analyzes operational or management reports for corrective action.
12. Reviews all pertinent policies and procedures to ensure they meet the rules and regulations of the State, Local Education, Local Government Plan documents, and any State or Federal laws.
13. Reviews staff reports, performance review documents and other submitted documentation for accuracy and completeness.
14. Interviews potential candidates for vacancies within the Division of Benefits Administration.
15. Recruits for vacancies with the Division of Benefits Administration.
16. Makes recommendations on employment, retention, promotion, demotion and other human resource actions as required.
17. Evaluates Benefits Administration policies/procedures for improved efficiency in the delivery of customer service.
18. Manages multiple projects and work activities simultaneously while adhering to performance expectations.
19. Completes the performance evaluation process by utilizing the SMART formula for each subordinate.
20. Provides on-going feedback to continue high performance behaviors, which includes a first and second interim review for each subordinate.
21. Addresses and/or recognizes the performance of assigned subordinates appropriately in accordance with established policies.
22. Provides coaching to subordinates on appropriate performance management techniques for all systems, in accordance with recommendations, as directed by management or from F&A Human Resource Office.
23. Reviews Quality Assurance and performance metrics on a monthly basis for employee development and compliance with departmental goals.
24. Develops clear and measurable strategic plans and objectives for Benefits Administration staff with assigned area.
25. Develops possible response strategies to potential issues with plans, agency directives, contracts, policies, procedures, and protocols.
26. Assists with the development and periodic review of all agency directives, policies, procedures, and protocols as needed.
27. Builds consensus among peers, subordinates, and supervisors in order to further the agency's and division's mission and goals.
28. Maintains effective relationships with members, agency benefits coordinators, other state agencies and vendors by providing timely and accurate response to escalated inquiries and concerns.
29. Conducts regular team member meetings to ensure consistent application of procedures and policies.
30. Reviews Administrative Error Exception letters for approval or denial by analyzing reason for noncompliance with policy and procedure.
31. Monitors call volume and hold times and assigns staff accordingly to ensure phone coverage is meeting the pre-established goals and providing the most effective customer experience.
32. Coordinates staff meetings.

33. Coordinates and plans the activities of assigned subordinates to ensure that operational and strategic priorities of management are met and conflicts in scheduling and responsibilities do not arise.
34. Assists assigned subordinates in coordinating Benefits Administration activities by reallocating resources and directly participating as necessary.
35. Creates spreadsheets to analyze various data.
36. Communicates regularly with other managers to coordinate operational activities by reallocating resources and directly participating as necessary.
37. Communicates regularly with subordinates and peers in regards to operational goals, initiatives, and priorities.
38. Provides feedback to subordinates regarding individual and team performance.
39. Reviews management communications regarding Federal and State laws and Plan Document updates and changes.
40. Participates in position related training as required to enhance professional skills.
41. Consults with others during the operational and program planning process in order to effectively utilize their expertise.

Preferred Experience, Knowledge, Skills and Abilities

- Demonstrated skills using Oracle, PeopleSoft, Zendesk, IBM FileNet and Workflow

Other Required Competencies**Knowledge of:**

- Principles of strategic planning, management and performance measures to ensure principles of management and measurement essential to effective and efficient operations are addressed

Skills in:

- Leadership to guide, motivate, and direct team members
- Interpersonal relations to build customer-focused relationships with senior level personnel, customers, staff, and other government entities
- Facilitation to properly run internal management and staff meetings as well as special project team efforts that require the application of brainstorming and problem-solving techniques
- Tact and diplomacy in relationship with internal and external customers with the goal of reflecting a positive image for the department
- Oral and written communication with various staff levels
- Identifying and solving problems

Ability to:

- Plan, organize, coordinate and prioritize activities effectively to best meet division needs
- Make decisions and resolve issues
- Interpret, explain and apply laws, rules, regulations, policies and procedures governing the procurement process
- Exercise initiative in developing, improving, or conducting Benefits Administration activities

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.